

Violations and Sanctions

Authorized WIC Vendors are monitored to make sure that they understand the program's policies, rules and regulations. Monitoring activities include but are not limited to:

- ⇒ Vendor Site Reviews
- ⇒ Compliance Investigations
- ⇒ Inventory Audits
- ⇒ Rejected Food Instrument Report



It is important that Authorized Vendors become familiar with the Arizona WIC Program's Sanction Schedule (enclosed). Sanctions can range from a warning letter to termination and Disqualification from the Arizona WIC Program.

Any Vendor who is disqualified from the Food Stamp Program will be disqualified from the WIC Program. The disqualification would be for the same length of time as the Food Stamp Program disqualification and may begin at a later date than the Food Stamp Program disqualification.

Vendor Claims

When monitoring activities are conducted and an overcharge violation is found, the Arizona WIC Program may establish a claim in the amount of the full purchase price of each food instrument that contained Vendor overcharges or other errors. The Vendor must pay any claim that is assessed by the Department. In collecting a claim, the WIC Program may offset the claim against current and subsequent amounts to be paid to the Vendor. The Vendor may also be sanctioned for overcharges or other errors in accordance with the WIC Programs sanction schedule.

Arizona Department of Health Services — Bureau of Chronic Disease Prevention and Nutrition Services

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Leadership for a Healthy Arizona

Vendors are an important part of the WIC Program. Being able to purchase appropriate foods is one of the final steps that ensure WIC participants reach their nutritional goals.

WIC customers should receive the same courtesies as any other customer.

Visit us on the web at:

[http://azwic.gov/wic\\_vendors/vendors](http://azwic.gov/wic_vendors/vendors)



Partnerships make the WIC Program successful.



Arizona WIC Alert

Annual Training Edition

Welcome to our annual training edition of the Arizona WIC Alert. Another year has passed and it is our hope that the information provided will assist you in handling WIC transactions, and understanding the benefits of the WIC program to you and our participants. The topics that will be covered in this edition include:

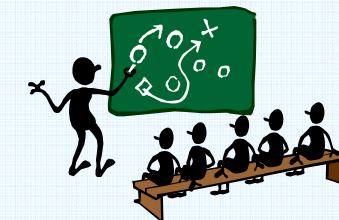
Remember, it is the responsibility of the owner, store director or manager to ensure that the information contained in the Training Alert is made available to all employees who handle WIC Transactions.

Arizona Department of Health Services — Bureau of Chronic Disease Prevention and Nutrition Services

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We must all do our part for WIC to Work!



WHAT IS WIC?

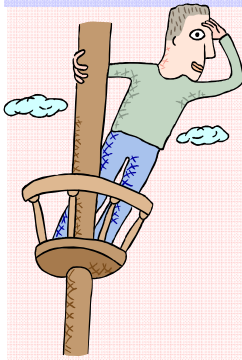
WIC is a nutrition program that is designed to improve the nutritional health of income eligible pregnant, breastfeeding and postpartum women, infants and children up to five years of age. The foods provided by the WIC program are intended to supplement the foods currently being consumed by the participant.

WIC is available to all eligible participants without regard to race, color, national origin, sex, age or disability.





# Changes for Federal Fiscal Year 2008



An Amendment to the Vendor Contract will bring several changes that become effective on **October 1, 2007**. Contract Amendment #2 was sent out for signature in July and the executed Amendment will be sent to authorized Vendors the last week of September, 2007. Below are the areas that will be affected by Contract Amendment #2.

## Any Brand Milk

In an effort to reduce confusion at the point of sale, the Arizona WIC Programs have decided to allow the participants to purchase ANY BRAND of milk. Vendors will no longer be required to declare which brand of milk is their least expensive.

## Infant Formula

As you are aware, due to the change in the Infant Formula Rebate Contract, the Arizona WIC Programs will be transitioning from Mead Johnson products to Ross Products. The new contracted infant formula will be Similac Advance (milk based) and Similac Isomil Advance (Soy based) both in 12.9 ounce powder form.

## Minimum Stock Requirements

As a result of the infant formula change the minimum stock requirements will also change. The amount of infant formula Vendors must have at all times are:

- Similac Advance = 36 cans powder
- Similac Isomil Advance = 18 cans powder



Review your Vendor Contract and Amendments to ensure you understand your responsibilities.

## Schedule Appointments for On-Site Preauthorization Visits

All Vendor Applicants are required to have an on-site preauthorization visit as part of the selection criteria. This visit is to verify minimum stock requirements and provide training to the Applicant. In the past, this visit was an unannounced visit and sometimes they were not always ready. By making an appointment for the preauthorization visit, it our hope that this will give the Applicant an opportunity to plan for and be prepared for the visit.



## Vendor Monitoring

### Representative Visit 30 days after new initial authorization

All new WIC Vendors will be visited for a Representative Vendor Site Review (VSR) after a minimum of 30 days on the Program. If the new Vendor is not in compliance during this visit, their Vendor contract will be terminated and they are not eligible to re-apply for 180 days from the termination date.

### Wait period after Denial or Termination of Vendor Contract

The Program will implement a waiting period of 180 days to re-apply for authorization when the Vendor contract is denied or the Vendor Contract is terminated.

# Authorized Foods and Minimum Stock Requirements

## Authorized Foods

WIC foods are carefully selected to meet the nutritional requirements for calcium, iron, protein, Vitamin A and C. The food instrument is like a prescription with **NO** substitutions. You may refer to the Arizona WIC Programs Food List that shows the authorized foods that can be purchased and provides examples of foods that can not be purchased.

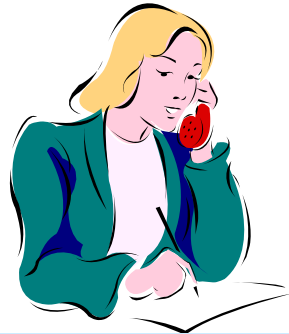


## Minimum Stock Requirements

In addition, all authorized Vendors are required to maintain a minimum stock and variety of all WIC foods either on the shelf or at the store's location. Stock requirements ensure WIC foods are available at the store when WIC customers shop. See the enclosed handout "Arizona WIC Program Minimum Stock and Variety Requirements".



# Complaint Process - Arizona WIC Complaint Hotline



Reporting a complaint helps our Arizona Families

There are some occasions when a WIC customer has problems while redeeming their food instruments. You are encouraged to report any problems regarding WIC Customers. You may also make a complaint regarding a WIC Vendor, WIC clinic or their staff, or to report WIC fraud and abuse.

Remember, complaints you report will assist the Arizona WIC Program in identifying WIC Customers, WIC Vendors or WIC clinic staff who are in need of additional training and to reduce fraud and abuse in the WIC Program.

To report a complaint, call Toll-free:

**1-(866) 229-6561**

# Cashing WIC Food Instruments

Cashiers must handle each food instrument separately, know what foods are authorized and how to cash a WIC food instrument.

Cashiers must follow the correct procedures when redeeming WIC food instruments.

1. Identify the WIC Customer—Ask to see the WIC ID Folder or signed Proxy form.
2. Check the dates—Do not accept the food instrument before the first date to use or after the last date to use.
3. Check to ensure that the food instrument has not been reported as lost or stolen.
4. Write the date in the "Date of Use" box. The date can be corrected once and in the presence of the WIC Customer (see enclosed handout).
5. Verify that the selected items, quantities and units being purchased are as specified on the food instrument. Do not allow substitutions of non-approved food items. All infant formula must be purchased.

6. Allow the WIC customer to take advantage of coupons and promotional specials. Coupons are not allowed for infant formula purchases.
7. Enter the actual amount in the "\$Amount" box. Do not include sales tax and correct any mistakes by following the procedures on the enclosed handout.
8. Witness the customer's signature and verify that the signature on the food instrument matches one of the signatures on the ID folder or proxy form. Allow the customer to re-sign the food instrument if the signatures do not match or the food instrument is pre-signed (see the enclosed handout).
9. Give the WIC customer a legible cash register receipt for their WIC purchases.



Cashiers play an important role in the WIC Program